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How do I access my NASA voice mail?

You can access your voice mail from any phone:

If you are using…	Steps:
Your phone	Press the messages button (envelope icon) | Enter your PIN, followed by pound (#) | Follow the prompted instructions.
Another phone inside the Headquarters building	Press the messages button | When prompted to enter a PIN, enter "*" | Follow prompted instructions.
A phone from outside Headquarters	• Dial 202-358-4786 or toll free 1-866-358-4786. Or, • Call your phone number | After voice mail picks up, press the "*" key.

How do I get into voice mail from another phone?

Method	Steps:
1	Call your extension | When the voice mail prompts start, press the "*" key | You are prompted to enter your ID and PIN.
2	Call (202) 358-4786 (4786 = "HQVM") | You are prompted to enter your ID and PIN.

What is my ID when using voice mail?

This is the last 4 digits of your Headquarters phone number.

What are the PIN requirements for voice mail?

Voice mail PINs must be at least 8 digits and cannot use consecutive digits (e.g., 12345678) or repeating digits (e.g., 22334455). You cannot use the same PIN twice in a row. Your PIN is valid for 180 days. If you do not change your PIN before 180 days, it will expire.

Does my voice mail PIN expire?

Yes. Your PIN is valid for 180 days. If you do not change your PIN before 180 days, it will expire. You may want to set a calendar reminder to change your PIN before it expires.

What happens if my PIN expires?

Your PIN is valid for 180 days, after which it expires. If your PIN expires, contact the Enterprise Service Desk (ESD) and request that your PIN be reset. They will provide you with a temporary PIN, which you must change.

What happens if I forget my voice mail PIN?

If you mistype your PIN 5 times when attempting to access the voice mail, you will be locked out. Your voice mail will auto-release after 15 minutes or you can contact the Enterprise Service Desk (ESD) to request that your voice mail PIN be unlocked. If you are unable to remember your PIN, ask the ESD to reset your PIN. They will provide you with a temporary PIN, which you must change.

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How do I change my voice mail PIN?

To change your voice mail PIN, follow these steps:

1. Choose a new PIN that conforms to the PIN requirements. See What are the PIN requirements for voice mail?

2. Access the HQ Phone System voice mail by using one of these options:

   - If in the office, press the Messages (envelop icon) button on your phone.
   - If outside the office, call your office phone number | After your voice mail greeting begins, press the star (*) key.

3. Enter your current or temporary PIN | Press the pound (#) key.

4. If your PIN has expired, you are prompted to enter a new PIN. If your PIN has not expired yet, but you still wish to change it, continue with step 5.

5. At the main menu, press 4 (Setup Options).

6. At the Setup Options menu, press 3 (Preferences).

7. At the Preferences menu, press 1 (Change PIN).

8. Follow the prompts to set your new PIN.

Can I auto-reply to my messages?

You should not auto-reply to any messages in your voice mail.

How many greetings can I have on my voice mail?

There are three types of greeting available.

- Standard Greeting is used as your primary greeting.
- Alternate Greeting can be set for when you are away from your office (e.g., AWS day off, vacation).
- Busy Greeting can be set up for those times that you are on the phone.

What is the policy for saving and deleting voice mail messages?

Saving Voice Mail Messages/Records Retention:
A user may choose to retain personal voice mail messages by saving them as long as necessary. If a message is of significant importance, it is advisable to write down the context of the message: name of caller, date, time, and synopsis of message.

Backup of Saved Voice Mail Messages:
The voice mail system stores deleted messages within your voice mail box until you delete it from your old messages, or after four days, whichever is sooner. Once messages are deleted, they are backed up for a maximum of 180 days and are retrievable by contacting the Enterprise Service Desk (ESD).

How do I direct all calls to straight voice mail?

From the main screen, press the "CFwdALL" (Call ForwardALL) button | When prompted to "Enter number", press the "messages" button | The prompt should read "Forwarded to Voice Mail."

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How do I cancel forwarding of calls to voice mail?

Press the "CFwdALL" (Call ForwardALL) button.

Can I send an incoming call directly to voice mail without answering it?

Yes. Press the "iDivert" (immediate Divert) button while the call is ringing.

How can I get voice mail training?

The Computer Training Center (CTC) offers training as needed. You can request individual assistance by contacting the CTC at 358-1111.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:
http://itcd.hq.nasa.gov/faqs.html

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